

Third Party Administrator – Performance Report November 2012

Agenda Item 8.c.
12/19/12 Meeting

Medical and Pharmacy Claims Processing	Contracted Level	Level Met	Data Descriptions
"Clean" claims processed within 10 business days.	90%	97.1%	28,908 of 29,775 total claims
"Clean" claims processed within 30 calendar days.	100%	99.9%*	29,772 of 29,775 total claims
Financial accuracy of claims paid.	99%	99.8%	\$27,693,512.12 of \$27,753,901.45 audited
Claims processed (paid and unpaid) without a payment error.	98%	99.8%	2,077 of 2,081 claims audited
Procedural accuracy rate for processing of claims.	97%	99.9%	2,079 of 2,081 claims audited
Disputed claims resolved within 30 calendar days	95%	100%	20 disputed claims
Disputed claims resolved within 60 calendar days	100%	N/A	0 disputed claims

Subscriber Health Care Service Appeals	Contracted Level	Level Met	Data Descriptions
Resolution of non-urgent pre-service, post-service, and pharmacy appeals and complaints within 30 calendar days.	98%	100%	8 appeals
Resolution of urgent pre-service and pharmacy appeals within 48 hours.	80%	N/A	0 appeals

Customer Service - Subscribers	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	92.7%	6,377 of 6,879 calls answered in 30 seconds; avg. of 14 seconds
Subscriber issues resolved within the same business day.	90%	96.5%	4,102 of 4,249 issue calls
Maximum call abandonment rate.	5%	1.2%	84 of 6,879 calls
Maximum line busy rate.	3%	0%	0 busy out of 7,058 calls
Voicemails answered within two business days.	90%	100%	10 voicemails
Subscriber complaints resolved within 30 calendar days.	95%	N/A	0 complaints

* Three claims were processed over 30 days due to Advantria pricing review.

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Provider Technical Support	Contracted Level	Level Met	Data Descriptions
Calls answered within 30 seconds.	85%	92.8%	6,559 of 7,068 calls answered in 30 seconds; avg. of 14 seconds
Provider issues resolved within the same business day.	90%	97.4%	8,630 of 8,857 issue calls
Maximum call abandonment rate.	5%	0.6%	41 of 7,068 calls
Maximum line busy rate.	3%	0%	0 of 7,114 calls
Voicemails answered within two business days.	90%	100%	5 voicemails
Provider appeals resolved within 30 calendar days.	95%	100%	20 provider appeals

Subscriber Material Production and Distribution	Contracted Level	Level Met	Data Descriptions
ID cards sent within 10 days of receiving enrollment information from administrative vendor.	100%	100%	1,071 of 1,071 ID cards; average of 1.31 days
ID card accuracy.	100%	100%	1,071 of 1,071 ID cards
New subscriber materials sent within 10 business days of receiving enrollment information from administrative vendor.	100%	100%	1,071 of 1,071 packets; average of 1.31 days

Independent External Review (IER)	Contracted Level	Level Met	Data Descriptions
Expedited IER requests transmitted to administrative vendor within two business days.	100%	0%	1 request
Standard IER requests transmitted to administrative vendor within five business days.	100%	100%	4 requests

Administrative Hearings	Contracted Level	Level Met	Data Descriptions
Requests for subscriber case files transmitted to Managed Risk Medical Insurance Board within five business days.	100%	N/A	0 requests